

C. Changes To Maps

Each telecommunications utility shall map and add each change, relocation, or extension of plant to existing system maps no later than 24 calendar months after the change, relocation, or extension is completed. Until such changes are posted to the system maps, either sufficiently detailed engineering drawings showing the changes or a reference to the location of the drawings shall be attached to the existing maps.

Rule 2.08. Central Office Line and Terminal Records

Each local exchange carrier shall maintain a record of the equipped (or programmed) and in service quantity of central office switching lines (or line appearance numbers (LANs) and terminals (or connectors or directory numbers). Each local exchange carrier shall be able to provide evidence of an effective procedure to assure adequacy of central office equipment for new service applications.

Rule 2.09. Reports to the Commission

The Commission may require any information in any form from a utility which it has a right to obtain. (Ark. Code Ann. § 23-2-309.)

SECTION 3. OPERATIONS

Rule 3.01. Service Connections

A. Acceptance of Applications

When a local exchange carrier receives an application for service within its allocated service territory, the utility shall neither refuse to accept the application for service nor request the applicant to withdraw the application.

B. Service Connection Requirements

All extensions of service shall be made in accordance with the utility's approved extension of facilities tariffs. An applicant for service must meet all requirements of the Commission's General Service Rules in order to qualify to receive service.

(1) Where Facilities are Available

a. Service Connection Deadlines

All reasonable efforts shall be made to serve qualified applicants within 5 working days after receipt of an application, unless a later date is requested by the applicant.

b. Quality of Service Evaluations

For purposes of evaluating the quality of service, 95% or more of all qualified applications monthly for each exchange must be served within the timeframe specified above except exchanges of 2000 lines or less will be evaluated on an average of three consecutive monthly results.

c. Expected Service Dates

Each local exchange carrier shall notify the applicant of the expected service date. If a local exchange carrier will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

(2) Where Facilities are Not Available

a. Initial Information

Within 5 working days after receipt of a qualified application for service, a local exchange carrier shall:

- (i) inform or mail notice to the applicant that facilities are not readily available; and,
- (ii) inform the applicant that within 10 working days the utility will provide the applicant an expected service date.

b. Written Proposal

Within 30 working days of the receipt of a qualified application, the local exchange carrier shall provide a written proposal to the applicant which shall provide:

- (i) an explanation of any conditions and circumstances the applicant must meet before service will be provided;
- (ii) a description of the facilities to be constructed; and,
- (iii) if there will be a cost to the applicant, an estimate of his costs.

EXCEPTION:

When an engineering study is required, the utility shall provide a written proposal to the applicant for service within 60 working days of the receipt of the application.

c. Changing the Expected Service Date

If the local exchange carrier will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

d. Connection Deadlines

- (i) All reasonable efforts shall be made to serve qualified applications received for

service within a base rate area within 30 days unless a later date is requested by the applicant.

- (ii) All reasonable efforts shall be made to serve qualified applications received for service outside a base rate area in a one-party exchange within 30 days unless a later date is requested by the applicant.
- (iii) If an applicant requests one-party service outside the base rate area in a four-party exchange and the Company requires the applicant to pay excess construction costs under an approved tariff, the Company shall complete the construction and provide service to the applicant within 90 days of the applicant's acceptance of the written proposal unless a later date is requested by the applicant.
- (iv) All reasonable efforts shall be made to serve qualified applications received for four-party service outside the base rate area within 30 days unless a later date is requested by the applicant.
- (v) For purposes of evaluating the quality of service, 95% or more of all applications monthly for each exchange area must be served within the time frames specified above except exchanges of 2000 lines or less will be evaluated on an average of three consecutive monthly results.

Rule 3.02. Extension of Facilities

Each local exchange carrier shall make reasonable extensions of its facilities within its certificated area. (Also see Rule 3.03. of the Commission's General Service Rules.)

A. Base Rate or Supplemental Rate Areas

Each local exchange carrier shall extend facilities within base rate and supplemental rate areas at no cost to the applicant unless the applicant requests non-standard plant construction.

B. Outside Base Rate or Supplemental Rate Areas

(1) Utility Contribution to Construction Costs

- a. Each local exchange carrier shall construct standard outside plant facilities at no cost to the applicant when the local exchange carrier's construction cost for the circuit is less than or equal to 60 months of basic local exchange revenue. This Rule does not preclude a local exchange carrier from developing a uniformly applied plan that is more favorable to applicants for telephone service.
- b. The local exchange carrier's contribution may be calculated and described in feet or fractions of a mile as long as the result is at least as favorable to the applicant as that calculated in Subdivision B.(1)a. above.
- c. The maximum line extension to be constructed by the local exchange carrier at no cost to the applicant must be filed as a tariff according to the Commission's Rules of Practice and Procedure.

(2) Applicant Contribution to Construction Costs

- a. Each local exchange carrier may require applicants to contribute to construction costs that exceed the maximum amount required of the local exchange carrier as described in the local exchange carrier's approved extension of facilities tariff.
- b. No portion of the cost for constructing circuits needed to reinforce or parallel a local exchange carrier's existing facilities may be included in calculating an applicant's contribution toward excess construction cost.
- c. When a customer pays for an extension of facilities and later moves from that service location, the local exchange carrier shall attempt to leave those facilities in place for use by other customers. If the local exchange carrier removes the facilities, an applicant requesting the same extension of facilities at the premises shall obtain the extension cost-free.
- d. Each local exchange carrier shall file its extension of facilities policy as a tariff according to the Commission's Rules of Practice and Procedure.

Rule 3.03. Service Availability

Each local exchange carrier shall provide all services and offerings on a continuous 24 hour basis. For example:

- (1) Local and toll switched or non-switched circuits and functions;
- (2) Equipment or personnel to receive customer trouble reports; and,
- (3) Emergency repair service.

Rule 3.04. Business and Residential Service

A. Business and residential rates are governed by the actual and obvious use of the service. In general, business rates apply to any place where substantial use of the telephone service is business-related rather than domestic. For example, business rates are applicable at the following local exchange locations:

- (1) Offices, stores, factories, and all other places of a strictly business nature;
- (2) Rental/maintenance offices and shared/public areas of boarding/rooming houses and apartment buildings, lobbies and halls of hotels, private and public institutions, business offices, colleges, clubs, lodges, schools, libraries, churches, and hospitals; and,
- (3) At a residence where telephone use is more of a business than residential nature as indicated by advertising through newspapers, signs, circulars, business cards, etc.

B. Service to Amateur Radio Tower Locations

Service provided to amateur radio clubs at their tower locations for clubs' autopatches shall be charged residential rates.

Rule 3.05. Public Telephone Service

Each local exchange carrier shall maintain continuous 24 hour service of at least one public telephone in each exchange unless the Commission orders a greater number. The public telephone shall be located in a well-lighted area which is accessible to the public at all times.

Rule 3.06. Intercept Service

A. Vacant and Changed Numbers

- (1) Each local exchange carrier shall intercept calls to vacant and changed numbers until the numbers are assigned, reassigned, or no longer listed in the directory.
- (2) When a customer's telephone number is changed at the request of the local exchange carrier, the local exchange carrier shall intercept all calls to the customer's former number until a new directory is distributed.

B. Incorrect Directory Listings

Each local exchange carrier shall intercept all calls to a number listed incorrectly in the telephone directory until a new directory is distributed or a correction sheet is mailed to each customer. In the event of a directory listing error, the corrected information shall be maintained in the files of the information operator and the correct telephone number furnished when the listing is requested.

Rule 3.07. Multiparty Service

A. Relinquishing Use of a Circuit for Emergencies

A party-line user who does not immediately yield use of the circuit when told it is needed for an emergency may be guilty of a misdemeanor under Ark. Code Ann. § 5-60-110. This Code Section also states that it is unlawful to secure the use of a party line by stating falsely that the line is needed for an emergency. The Code Section defines an emergency as a situation in which property or human life is in jeopardy and the prompt summoning of aid is essential.

B. Proportionate Sharing of Service

When the use of the service by a party-line customer causes unreasonable interference with use of the line by other customers, the local exchange carrier shall require the customer to either:

- (1) Adjust usage to allow the equitable proportionate use by other customers on the same line;
- (2) Contract for a higher grade of service where available; or,

- (3) Discontinue service.

C. Line Fills

- (1) The number of customers connected to any one subscriber loop circuit shall not exceed the quantity listed in the local exchange carrier's approved tariff. However, no more than 4 customers shall be connected to any one circuit.
- (2) The local exchange carrier may regroup customers as necessary to comply with approved tariffs and this Rule. However, the local exchange carrier shall not deny service to existing customers as a result of regrouping.

D. Conversion to Single Party Service

The local exchange carrier shall eliminate all multiparty service and establish single party service as the only grade of service not later than July 1, 1997.

Rule 3.08. Telephone Directories

A. Directory Publishing Requirements

- (1) Each local exchange carrier shall revise and publish a new telephone directory at least once each year for each directory service area.
- (2) Each directory shall include the following information:
- a. each listed customer's name, address, and telephone number;
 - b. the name of the local exchange carrier, the exchanges included, and the date issued (this information shall be printed on the front cover of each directory);
 - c. instructions and rules governing local and toll service, repair procedures, methods of payment for service, and a summary of the law concerning emergency use of party lines;
 - d. telephone numbers for emergency calls, such as police and fire departments (this information shall be printed conspicuously on the front cover or first inside page of the directory); and,
 - e. telephone numbers that customers may call during

business hours concerning bills or services, or to report emergencies. If a business office serves more than one community, toll-free calling to that office shall be provided. (Collect calls accepted by the local exchange carrier are considered to be toll-free calls.)

B. Delivery Requirements

(1) To the Customer

Upon publication, each local exchange carrier shall furnish a copy of the revised directory to each customer within the corresponding directory service area at no charge. The local exchange carrier shall provide a directory to each customer for each of his telephone numbers.

(2) To the Commission

Upon publication, each local exchange carrier shall provide a copy of each revised directory to the Consumer Services Office of the Commission.

C. Directory Listing Changes

Each local exchange carrier shall notify its customers in writing of telephone directory closing dates and opportunities and procedures for making changes at least 60 days before the closing date.

Rule 3.09. Local Telephone Numbers

A. Assignment

Local telephone numbers shall be assigned at the discretion of the local exchange carrier.

B. Ownership

Local telephone numbers shall remain the property of the local exchange carrier.

C. Changes and Customer Notification

Each local exchange carrier may make reasonable changes in local telephone numbers after giving the affected customers 60 days notice of changes.

Rule 3.10. Base Rate Area Boundaries

Each local exchange carrier shall continuously evaluate suburban growth and telephone service needs to ensure that base rate area boundaries include all well-populated contiguous territory whether located inside or outside of an incorporated city or town.

Rule 3.11. Operator Services - Aggregator Locations

A. The local exchange carrier is exempted from the operator service rules pertaining to calls originating at aggregator locations. Reference Order No. 2, Docket No. 92-079-R approved July 2, 1992.

B. Definitions

Aggregator

Any person or entity, excluding local exchange carriers and cellular service providers, that, in the ordinary course of its operations, makes telephones available to the public or to transient users of its premises, for intrastate telephone calls using a provider of operator services.

Operator Services

Any intrastate telecommunications service initiated from an aggregator location that includes, as a component, any automatic or live assistance to a consumer to arrange for billing or completion, or both, of any intrastate telephone call through a method other than automatic completion with billing to the telephone from which the call originated, or completion through an access code used by the consumer with billing to an account previously established with the carrier by the consumer.

Rule 3.12. Switched Services

Each local exchange carrier shall provide all local, interoffice, tandem, toll, etc. switched services utilizing digital switching not later than July 1, 1997. In selecting a digital switch the local exchange carrier shall consider quality and adequacy of service as well as functionality, such as call control features and equal access, requirements of customers.

Rule 3.13. Private Pay Telephone Service

The Private Pay Telephone Service Rules, Section 4., Rules for Interexchange Service Providers, are applicable to local exchange carriers to the extent that the rules regulate interconnection of customer owned pay telephones to the public switched telephone network.

SECTION 4. MAINTENANCE

Rule 4.01. Restoration of Service

A. Restoration Requirements

(1) General Requirements

If a customer experiences a service outage that does not result in an emergency, the telecommunications utility shall make every reasonable effort to restore service not later than 24 hours after an outage is reported. If service cannot be restored within 24 hours, the telecommunications utility shall make reasonable efforts to notify the affected customers and give a time when service should be restored.

(2) Emergency Requirements

When the telecommunications utility becomes aware of an outage that results in an emergency, the telecommunications utility shall begin immediate restoration of service and shall continue restoration until service is restored.

B. Evaluation Standards

- (1) Ninety-five percent of all service outages shall be restored within 24 hours after being reported, excluding Sundays and New Year's Day, Independence Day, Thanksgiving Day, and Christmas Day, when those holidays are not on Monday or Saturday.**
- (2) One hundred percent of all service outages shall be restored within 5 calendar days after being reported except as described in Subdivision B.(3) of this Rule.**
- (3) Outages which are not logically chargeable to the operation of the telecommunications utility, such as the results of major storms, cable damaged by non-telephone construction activity, etc., may be excluded from the evaluation calculations.**
- (4) Local exchange carrier outages shall be evaluated separately for each exchange.**
- (5) Evaluation calculations shall be based upon outages occurring during a one-month period.**

Rule 4.02. Inspection and Repair of Plant Facilities

A. Inspection

Each telecommunications utility shall adopt a program of inspection and maintenance of its telephone plant in order to determine the necessity for replacement and repair. The frequency of the various inspections shall be based on the utility's experience and accepted good practice. Each telecommunications utility shall be able to provide evidence of compliance with its inspection program.

B. Remedying Defects

- (1) Telecommunications utility lines and equipment with defects which would endanger life or property shall be immediately repaired, replaced, disconnected, or isolated.
- (2) Deficiencies found during an inspection which do not require immediate correction shall be scheduled for maintenance. A periodic report of corrective activity shall be kept with or refer to the appropriate inspection report.

C. Permanently Abandoned Facilities

When telecommunications utility lines or equipment are permanently abandoned, the telecommunications utility shall remove them or maintain them in a safe condition.

Rule 4.03. Central Office Maintenance Program

In order to provide adequate and continuous service, each local exchange carrier shall adopt and pursue an effective central office switching equipment maintenance program. Each local exchange carrier shall be able to provide evidence of compliance with its central office maintenance program.

Rule 4.04. Tree Trimming

- A. While trimming trees as part of the utility's maintenance program, the telecommunications utility shall consider the health of plant life involved, the goodwill of property owners, and the safety of personnel to the extent practical.
- B. Trees which may interfere with communications facilities shall be trimmed or removed. Factors to be considered in determining

the extent of tree trimming required include:

- (1) Normal tree growth;
 - (2) The combined movement of trees and conductors under adverse weather conditions;
 - (3) Capacity and toll usage;
 - (4) Sagging of conductors at elevated temperatures; and,
 - (5) Economic trimming cycles.
- C. Where the utility determines trimming or removal is not practical, the conductor shall be separated from the tree with suitable materials or devices to avoid conductor damage by abrasion and grounding of the circuit through the tree.

Rule 4.05. Utility Testing Responsibility

When a local exchange carrier receives a trouble report, the local exchange carrier shall test the local loop up to the point of demarcation.

A. Simple Wire Customer

- (1) If the problem is on the local exchange carrier's side of the demarcation point, the local exchange carrier shall correct the problem at no cost to the customer.
- (2) If the problem is on the customer's side of the point of demarcation, the local exchange carrier will notify the customer that the problem is not in the local exchange carrier's wiring or equipment. There shall be no charge to the customer for determining and informing the customer that the problem is not in the local exchange carrier's facilities up to the demarcation point.
 - a. If the customer is a subscriber to a customer premises wiring maintenance agreement with the local exchange carrier, the customer may be entitled to further trouble isolation and/or repair provisions as specified in the maintenance agreement. The local exchange carrier shall inform the customer about what is covered within the maintenance agreement.
 - b. If the customer is not a party to a customer premises wiring maintenance agreement with the local exchange

carrier, the local exchange carrier must inform the customer that the customer may:

- (i) request the local exchange carrier to estimate the cost for diagnosis and repair of the problem;
- (ii) request the local exchange carrier to diagnose and repair the problem; or,
- (iii) assume full responsibility for having the problem diagnosed and repaired.

B. Complex Wire Customer

- (1) If the problem is on the local exchange carrier's side of the demarcation point, the local exchange carrier shall correct the problem at no cost to the customer.
- (2) If the problem is on the customer's side of the point of demarcation, the local exchange carrier will notify the customer that the problem is not in the local exchange carrier's wiring or equipment. In the absence of an approved tariff, there shall be no charge to the customer for determining and informing the customer that the problem is not in the local exchange carrier's facilities up to the demarcation point.

Rule 4.06. Trouble Report Evaluations

- A. Each local exchange carrier shall maintain service quality so that no more than 5 trouble reports are received per 100 customer lines in any exchange each month. Exchanges of 2000 lines or less will be evaluated on an average of three consecutive monthly results.
- B. Reports may be excluded from the trouble report evaluation which are:
 - (1) Multiple reports from a party line;
 - (2) Related to customer premises equipment or wiring; or,
 - (3) Problems beyond the control of the local exchange carrier such as fire or other acts of nature.

Rule 4.07. Electrical Power Influence

Each local exchange carrier shall minimize interference to telephone circuits from inductive power influence by taking such steps as:

- (1) Assuring that all grounding connections are proper and that cable shields are continuous;
- (2) Maintaining proper electromagnetic balance of communications circuits;
- (3) Coordinating with the electrical power utility to identify and cooperatively develop a solution to noise problems; and,
- (4) Taking any other appropriate measures.

Rule 4.08. System and Equipment Protection

- A. Each local exchange carrier shall properly install and maintain protectors at subscriber premises.
- B. The minimum standards for protection devices, installations, and grounding shall be in accordance with National Electrical Safety Code, Section 9, part 99 and National Electrical Code, Article 800, Communication Circuits, especially Rules 800-30 for protective devices and 800-40 for grounding methods.

Rule 4.09. Multifrequency Multiparty Ringing

- A. Multifrequency system ringers (such as 16, 25, 40, or 50 Hertz) are not readily available to customers from retail sources, though their type and use is dictated by certain central office design. For the purpose of these Rules, "non-standard" ringers are considered an integral part of central office four-party ringing systems.
- B. It is the responsibility of the local exchange carrier to maintain two-way communication and signaling service to all customers. For those customers served by non-standard signaling sources, a local exchange carrier shall do one of the following:
 - (1) Provide and maintain at least 1 appropriate multifrequency ringer on customer premises;
 - (2) Offer interface devices which convert multifrequency ringing signals to "standard" ringer frequencies;

- (3) Upgrade exchanges to provide only one-party service with standard ringing signals; or,
- (4) Maintain any alternative which provides continued good or improved service.

SECTION 5. CONSTRUCTION STANDARDS

Rule 5.01. Construction Standards

For new construction of telecommunications utility plant, the current issues of the American National Standard Institute's National Electrical Safety Code (NESC) published by The Institute of Electrical and Electronics Engineers, Inc., and/or the National Electrical Code (NEC) published by the National Fire Protection Association, are designated as the standards.

Construction completed prior to the effective dates of current standards shall be in accordance with the standards in effect at the time of construction.

Rule 5.02. Facility Identification

- A. Telecommunications utility outside plant facilities and equipment shall be marked or numbered in accordance with the current issues of the NESC to identify the owner and location; e.g. Sections 217A3, 220D, and 220E in the 1993 NESC. The date the facilities or equipment were first placed into service shall be recorded on appropriate records.
- B. When 2 or more utilities jointly own a structure, each utility shall have a distinguishing mark on the structure.

SECTION 6. QUALITY STANDARDS

Rule 6.01. Adequate Facilities

Each telecommunications utility shall ensure that adequate facilities are available to meet the requirements in these Rules.

Rule 6.02. Answering Time

A. Operator Assistance

- (1) The operator answer time for operator-assisted calls should be 10 seconds or less.
- (2) For purposes of evaluating the quality of service, the average operator answer time for 100% of the calls shall be 10 seconds or less.

B. Calling Number Identification

- (1) The answer time for direct distance dialed (DDD) calls requiring calling number identification by an operator should be 5 seconds or less.
- (2) For purposes of evaluating the quality of service, the average operator answer time for 100% of the calls shall be 5 seconds or less.

C. Operator Information or Intercept Service

- (1) The operator answer time for calls directed to an information operator or intercept service should be 15 seconds or less.
- (2) For purposes of evaluating the quality of service, the average operator answer time for 100% of the calls shall be 15 seconds or less.

D. Repair Service

- (1) The answer time for calls directed to a repair service number should be 20 seconds or less.
- (2) For purposes of evaluating the quality of service, the average answer time for 100% of the calls shall be 20 seconds or less.

Rule 6.03. Local Exchange Traffic Capability

Local central office equipment shall meet the following minimum requirements during an average busy hour of the busy season:

A. Dial Tone Delay

- (1) A calling party should receive dial tone within 3 seconds.
- (2) For the purpose of evaluating the quality of service, the average dial tone delay shall be 3 seconds or less.

B. Switching Equipment Status

- (1) A calling party making telephone calls that terminate within a central office shall encounter a ring back tone, a busy signal, or an intercept recording.
- (2) A calling party making telephone calls which are blocked due to insufficient intra-office trunking shall receive a signal indicating an "equipment busy" condition.

Rule 6.04. Inter-office Traffic Capability

Trunk circuits groups shall have sufficient capacity to allow the following percentages of telephone calls to be completed without encountering an all-trunks-busy signal during the average busy hour of the busy season:

- (1) Toll calls between exchanges: 97%;
- (2) Inter-office local calls: 95%; and,
- (3) Extended Area Service calls completion: 94%.

Rule 6.05. Local Exchange Central Office Call Completion

Central office switching equipment shall be engineered and maintained to complete at least 98% of all intra-office test calls originated with standard industry switching service analyzers.

Rule 6.06. Emergency Power Operation

Each local exchange carrier shall provide emergency power for each central office.

- A. Each central office without a permanently installed emergency**

power system shall be wired to permit connection of a mobile emergency power unit, and there shall be a mobile emergency power unit available for connection on short notice with minimum travel time.

- B. Each central office shall be equipped with a battery reserve sufficient to sustain operation until emergency power can be connected.

Rule 6.07. Transmission Standards

A. General Information

- (1) Both the objectives and the limits for transmission values are presented in these Rules. However, values which are between an objective and the respective maximum or minimum limit are not violations, though surveillance and possibly corrections are indicated.
- (2) These Rules do not address transmission quality standards of all circuit parameters; for example, return loss, crosstalk, impulse noise, etc. However, BOC Notes on the LEC Network - 1990 Special Report SR-TSV-002275, Issue 1, March 1991, published by Bellcore, is adopted as the minimum transmission standard for circuits which originate and terminate in Arkansas.
- (3) The following transmission loss and noise value requirements do not include the attenuation from devices such as impedance matching transformers or 2dB test pads.

B. Quality of Service Requirements

- (1) Values above the maximum or below the minimum limits in Subsections C., D., E., and F. of this Rule require immediate attention and correction.
- (2) For purposes of evaluating the quality of service, each type of circuit shall be evaluated separately and at least 95% must comply with the respective maximum or minimum limits.

C. Subscriber Loop Standards

- (1) Loop current (terminated in a 200 ohms resistance or an equivalent test instrument):
 - a. objective 23.0 milliamperes

- b. minimum 20.0 milliamperes
- (2) Transmission loss at 1004 Hertz, excluding central office loss:
 - a. objective 8.0 decibels
 - b. maximum 10.5 decibels
- (3) Metallic (message circuit) noise:
 - a. objective 20.0 dBrnC *
 - b. maximum 30.0 dBrnC

D. Inter-office or Extended Area Service (EAS) Trunk Standards

- (1) Transmission loss at 1004 Hertz:
 - a. objective 4.0 decibels
 - b. maximum/minimum +/- 4.0 decibels
- (2) Message circuit noise for electronically derived (carrier) circuits:
 - a. objective 21.0 dBrnC
 - b. maximum 28.0 dBrnC
- (3) Message circuit noise for metallic (copper) circuits:
 - a. objective 25.0 dBrnC
 - b. maximum 36.0 dBrnC

E. Toll Connecting Trunk Standards

- (1) Transmission loss at 1004 Hertz:
 - a. objective 3.0 decibels
 - b. maximum/minimum +/- 3.0 decibels
- (2) Message circuit noise:
 - a. objective 23.0 dBrnC
 - b. maximum 32.0 dBrnC

F. Inter-toll Trunk Standards

- (1) Transmission loss at 1004 Hertz:
 - a. objective 0.5 decibels
 - b. maximum/minimum +/- 3.0 decibels
- (2) Message circuit noise shall be less than:
 - a. objective 26.0 dBrnC
 - b. maximum 34.0 dBrnC

* dBrnC = decibels above reference noise with C-message weighting.

SECTION 7. EXPANDED INTERCONNECTION OF ACCESS SERVICES

Rule 7.01. Policy

- A. All tier 1 local exchange carriers mandated to implement an expanded interconnection plan for special access shall include, on an interconnector specific basis, at the option of the local exchange carrier involved, provision for either physical collocation or virtual collocation, or both.**
- B. All plans pursuant to Rule 7.01.A. shall be filed with the Commission pursuant to Section 11 of the Commission's Rules of Practice and Procedure.**

SUBCHAPTER 13. OPERATING AND MAINTENANCE REQUIREMENTS**PART 1. NEW AND UNFILLED APPLICATIONS FOR SERVICE****165:55-13-1. Service objectives; service period**

(a) Where facilities are available, a telecommunications service provider shall have as a service objective the installation of service to all end-users making application in a least ninety-five percent (95%) of all cases, within four (4) working days or as otherwise agreed to by the end-user; and for service requiring special equipment, within the time negotiated with the end-user. Whenever the service objective cannot be met, the telecommunications service provider shall notify the end-user thereof, stating the estimated delay and any interim service available. Service orders should be filled as quickly as practicable, but within no longer than thirty (30) days unless unavoidable delays are experienced.

(b) Whenever due to lack of adequate facilities or for any other reason, the telecommunications service provider is unable to install service within the service period set forth in subsection (a) of this Section, it shall obtain and keep on file a written application of service from each end-user applying for service not yet furnished. A telecommunications service provider shall not, under any circumstances, refuse to accept an application for service or request the end-user to withhold application for service. As a service objective, each telecommunications service provider shall keep at least ninety-eight (98%) of its residence installation appointments, unless advance notice is given to the end-user. The end-user must provide the telecommunications service provider with a telephone number or other means of reaching said end-user in the event the telecommunications service provider may be unable to meet the scheduled appointment.

[Source: Amended at 13 Ok Reg 2437, eff 7-1-96]